



VSG PPG

Village Surgeries Patient Participation Group



TATTENHALL & FARNDON NEWSLETTER APRIL 2024 ISSUE 23 email – vsg.ppg@nhs.net

PHARMACY FIRST – WHAT YOU NEED TO KNOW

Patients can now get treatment for 7 common conditions directly from their local pharmacy, without the need to visit a GP.

The 'Pharmacy First' scheme was launched by the government and NHS England on 31 January 2024 to give patients quick and accessible care. It also aims to ease pressure on GP services, allowing GPs more time to see patients with complex needs.

Holly Wood, our Prescribing Pharmacist at the Well Pharmacy on Tattenhall High Street, spoke with the PPG to outline what you need to know.

She said *'... the service enables community pharmacists to treat 7 common health conditions and to supply prescription-only medicines, including antibiotics, where clinically appropriate ...'*



This service is available at all our local pharmacies i.e. Farndon, Tattenhall and Waverton or at any pharmacy involved with the Pharmacy First initiative. The Pharmacist will speak to you privately, may undertake an examination and/or ask to access your medical records. The Pharmacist will then recommend the best course of action on an individual patient basis. A record of the consultation will be made and shared with your GP.

Patients can be referred from the Surgery, from NHS 111 or they can self-refer. Not all conditions require a visit to a GP and this service does not prevent you booking an appointment with a GP.

Pharmacy First utilises 'Patient Group Directions' which are treatment protocols and which have strict inclusion and exclusion criteria. This ensures that medicines are only supplied to patients considered suitable for treatment without the need to consult a GP.

Women can also obtain the contraceptive pill from all three local pharmacies and Pharmacists can also monitor blood pressure. The record of the consultations will also be shared with the surgery.

Our thanks to Holly for taking time out of her busy schedule to speak with the PPG.

THE 7 CONDITIONS ARE

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)
- sinusitis (aged 12 years and over)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)



FRIENDS & FAMILY TEST FEEDBACK

Every month we ask patients the following 3 simple questions which provide us with real time feedback on how we are doing.

The 3 questions are:

1. Thinking about your GP practice overall, how was your recent experience of our service
2. Please can you tell us why you gave that answer
3. Please can you tell us anything that we could have done better

The results for the last quarter (all of which are anonymous) are to the right:

Month	% Returns Very Good & Good
December 2023	89%
January 2024	92%
February 2024	95%

We thank you for your very positive feedback.

Remember, you can complete this information by text or by following this link on our Website

[Friends and Family Test \(office.com\)](https://www.office.com)

[Homepage - The Village Surgeries Group](#)

RAISED KERB & PAVEMENT REPAIRS

We're all aware of the state of local roads with potholes being a danger for all.

A raised kerb at the entrance to the Surgery Car Park in Tattenhall fell outside of the Highways remit so your Village Surgeries Group has now paid for the repairs to be undertaken.

We were also acutely aware just how many individuals use the Car Park as a short cut to Barn Field and the Millennium Mile as well as daily dog walkers, litter pickers and the Healthbox Team who run their mindfulness and well-being walks.

The remedial work is now complete, improving community safety for all.



APRIL IS BOWEL CANCER AWARENESS MONTH

Know the symptoms of bowel cancer



Bleeding from your bottom



Blood in your poo



A change in how often you poo, or regularly having diarrhoea or constipation



Losing weight but you're not sure why



Feeling very tired all the time but you're not sure why



A pain or lump in your tummy

If you have any of these symptoms, it's important to ask your GP for an at-home test as soon as you can.

THE PATIENT VOICE

Your PPG is here to improve communications between the practice, patients and the wider community.

If you have a suggestion which you feel we can address, then just drop us a line and we will consider whether we can act on it for the benefit of our patient footprint.

vsg.ppg@nhs.net

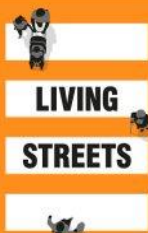


Most recently, a suggestion was made regarding the disabled parking spaces which are available at the Surgery Car Parks.

We discussed this at our February PPG Meeting, have costed it, and with VSG support we are about to deal with it – look out for what we did in the next issue.



**MAY IS NATIONAL WALKING MONTH
TAKE ON THE FAMILY CHALLENGE!**



**LET'S
WALK TO
SCHOOL**

The MAGIC of WALKING

FIVE-DAY WALKING challenge

JOIN THE FUN

Walk to School Week, 20-24 May



HAVE YOUR SAY – YOUTH PPG



As a Patient Participation Group (PPG), we would like to hear the views and ideas of younger patients. We are aware that younger patients might have different views about the Practice than their parents or guardians and we would like to explore the possibility of setting up a Youth PPG or Forum. We value everyone's opinion and endeavour to make the patient experience as good as it can be. If you have young adults in your household who you think might be interested in at least an initial meeting to explore the possibilities of a Youth PPG, then please contact us via email on vsg.ppg@nhs.net thank you!

MOVING OVER TO THE NHS APP

The VSG is phasing out 'Patient Access'. We know that many of you continue to access your online records via Patient Access. However, we are also aware that many of you now prefer to use the NHS App. The continued use of both systems is, therefore, unnecessary.

One of the NHS App's best features is that it links you directly to your own GP practice. We will begin the transition immediately.

Step-by-step guidance ...

1. Download to your smartphone/tablet via Google play - <https://play.google.com/store/apps/details?id=com.nhs.online.nhsonline> - or
2. Download to your smartphone/tablet via the App store - <https://apps.apple.com/us/app/nhs-app/id1388411277?ls=1>
3. Log in through the NHS Website - <https://www.nhs.uk/nhs-app/account/>

If you feel you need assistance in accessing the NHS App, then please email vsg.ppg@nhs.net - if there is sufficient demand we will organise some support sessions for those patients. Thank you.



NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

Getting started with the NHS App is easy and it is a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet or access the same services in a web browser by logging in through the NHS website. You must be aged 13 or over to use the NHS App and you also need to be registered with a GP surgery in England or the Isle of Man.

WHEN YOU MISS A PRE-BOOKED ONLINE APPOINTMENT
'NEW PROTOCOLS'
FROM
1 JUNE 2024



Like all surgeries, your VSG is keen to ensure that patients turn up for appointments that they have pre-booked online. This is only reasonable since failure to attend a pre-booked online appointment can deprive someone else of seeing a GP.

To overcome this small but recurring problem, we intend to introduce some new protocols from 1 June 2024. This only applies to patients who 'Did Not Attend' (DNA) their pre-booked online appointments.

Following a first 'Did Not Attend' (DNA) you will receive this message

Regrettably, you did not attend your pre-booked online appointment at the surgery today. You can cancel an appointment if you no longer need it, but you did not do so. Missed appointments prevent others from seeing a medical professional. This is to advise you that if you miss a future pre-booked online appointment without contacting us to cancel and/or change that appointment, then your ability to book online appointments will be turned off.

Following a second 'Did Not Attend' (DNA) you will receive this message

Regrettably, you did not attend your pre-booked online appointment at the surgery today. As you are aware and following our previous advice, you can cancel and/or change a pre-booked online appointment if you no longer need it. Obviously, this appointment could have been used by someone else. In line with our policy, your ability to make future online appointments has now been turned off. To make future appointments please call the surgery.

RAISING YOUR AWARENESS

We promote health campaigns which coincide with our Newsletter.

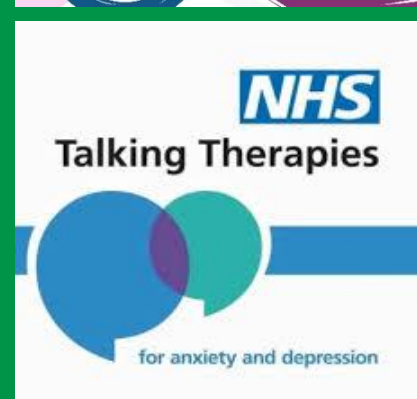
APRIL is 'Stress Awareness' month, bringing attention to the negative impact of stress ... [Stress Awareness Month 2024 Event Details and Resources \(twinkl.co.uk\)](https://www.twinkl.co.uk)

'NHS Talking Therapies' is also designed to help you manage symptoms of anxiety and depression – self referral means that accessing help has never been easier ...

[What are Talking Therapies? :: Cheshire and Wirral Partnership NHS Foundation Trust \(cwp.nhs.uk\)](https://www.cwp.nhs.uk)

As summer approaches, most of us look forward to spending more time outdoors. To stay safe, please keep hydrated and stock up on suncreams, hay fever medication, insect bite creams etc.

Your pharmacist can advise on this.



YOU SPOKE ... WE LISTENED

Our Practice has a contractual requirement to measure improvement in Primary Care. To do this, a Survey is sent to a sample of 500 patients.

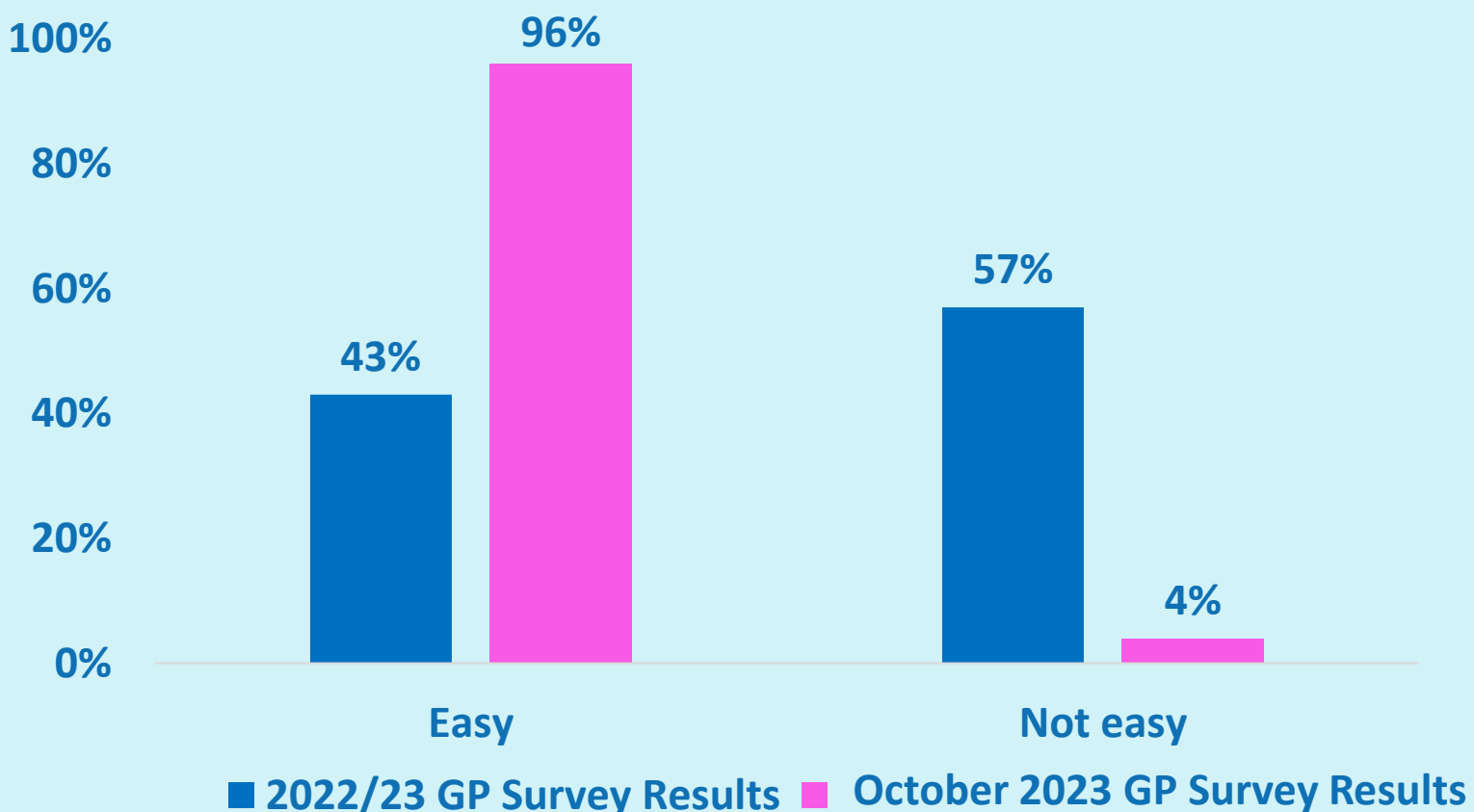
The Survey is designed to give patients the opportunity to feed back about their experiences of their GP Practice. The answers serve to help the NHS improve local health services.

During the Survey, the Friends and Family Test is suspended.

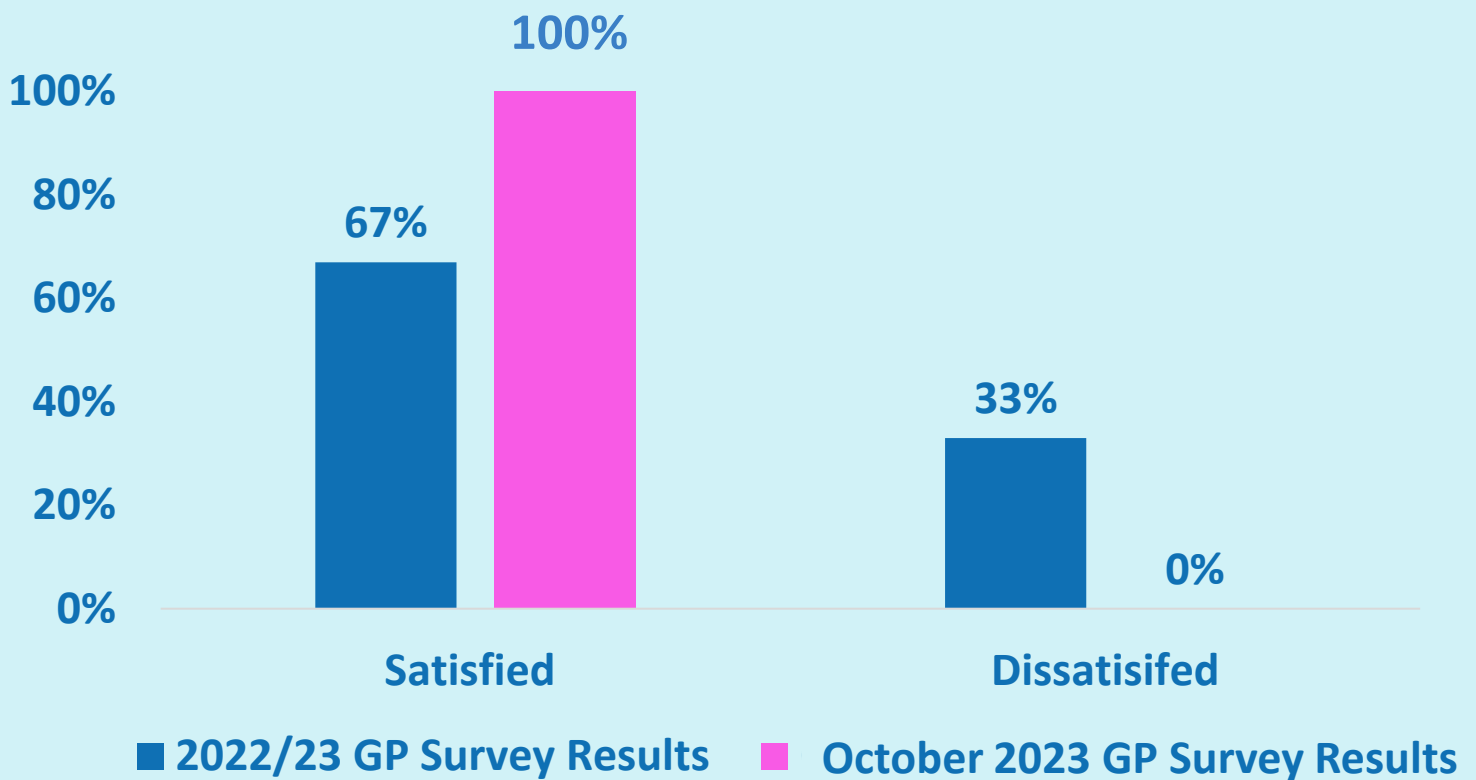
For our Practice, the last Survey took place in October 2023, with a 5% return.

In context, this Survey took place after June 2023 i.e. after the changes were made to our booking appointment system. We include 3 graphs below which confirm to us just how transformative you have found the changes to the appointment system to be – *'you spoke ... we listened'*.

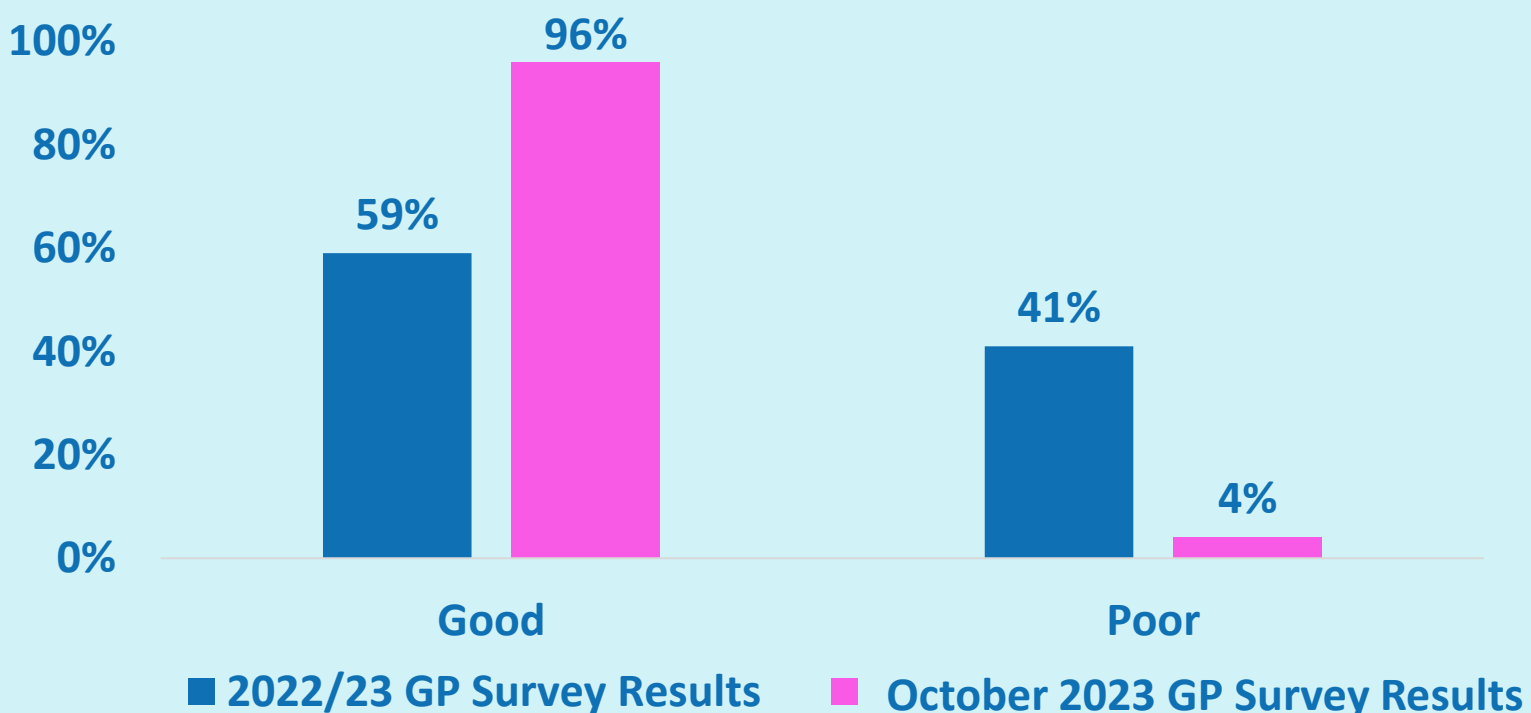
1. Generally how easy is it to get through to someone at your GP practice on the phone?



2. Were you satisfied with the appointment (or appointments) you were offered?



3. Overall, how would you describe your experience of making an appointment?



Update from Claire Lockerbie our Healthbox Social Prescriber

Social Prescribing can help to support people with the social issues that affect their health and wellbeing, so if anyone is struggling with the cost of living, finances, employment, housing, support for being a carer, low level mental health (including anxiety, low mood and stress), loneliness and isolation, or if they simply want to be connected up to groups in the community, then we will be happy to support them. Please speak to a receptionist at the Surgery for more information.

Monday: Chair Based Yoga Malpas
Tuesday: Talking Tables Kelsall Wellbeing Hub
Wednesday: Wellbeing Walk and Brain Yoga Tattenhall
Thursday: Chatty Café Tarporley
Friday: Brain Yoga Kelsall

Please contact reception for more information regarding attending these group activities.



“I JUST BOTTLED IT ALL UP”

JUST TALKING CAN HELP

NHS talking therapies for anxiety and depression - NHS (www.nhs.uk)

Your health matters **help us help you**

HEALTHBOX

COMMUNITY WELLBEING SERVICES

“It starts with a conversation”
Monthly ‘Walk With A Doc’ is accessible to all our patients

MONTHLY WALK WITH A DOC TARPORLEY

Come & Join Us!

Improve your health and wellbeing by joining us for a walk around Tarporley. Enjoy the fresh outdoors, get some steps in and have a chat with your local GP and Social Prescriber.

Everyone & All Abilities Welcome!

walk WITH a DOC
educate. exercise. empower.

1st Monday of the month

10.30-11.30 am

Meet at Tarporley Community Centre Car Park

Hosted by your local GP (Dr Kathryn Cheong) and Social Prescriber (Claire), it's free to attend.

Children and well-behaved dogs (on leads) are also welcome too. May not be suitable for prams / pushchairs (please contact before attending)

For more info, just pop along, or contact Claire - claire@healthboxcic.com (07825 688340)

 @RuralAlliance SocialPrescribing

walk WITH a DOC

LISTEN SUPPORT CONNECT

HEALTHBOX
COMMUNITY WELLBEING SERVICES

RURAL ALLIANCE
Providing NHS services

 Public Health England

 NHS

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite. If you missed your last cervical screening, **book an appointment with us today.**

Remember to book cervical screening!

CERVICAL SCREENING SAVES LIVES

Please email vsg.ppg@nhs.net for more information about becoming involved with the VSG Patient Participation Group. Future meetings are listed below – all from 6.30pm

Wednesday 10 April - Farndon Memorial Hall

Wednesday 8 May - Zoom

Wednesday 12 June - The Vault, Tattenhall

Wednesday 10 July – Zoom

